

## PATIENT PARTICIPATION GROUP

### Report of the Virtual Meeting held at 1400 on Thursday 29 July 2021

*(No Suitable Venue for F2F Meeting)*

1. **Apologies:** Gill Scott, Dawn Holland, Lian Franklin, Eleanor Fletcher, Sue Dunham, Kim Hill (GRCC).
2. **CHG News** – Dr Will Norman.  
**Covid-19 Update** –  
**Practice News**
  - New paramedic is in post, will boost emergency care/on-call team: whole team located close together to aid coordination.
  - Not much progress on a new site/building, valuation done, but momentum lacking and timescales lengthening significantly.
  - Questions raised about future development of a surgery on the so-called ‘Bathurst’ site.
  - How will existing surgeries cope with the increasing population of Cirencester?
  - Is it time to seek involvement of local politicians?
3. **Matters Arising**  
**ACTIONS:**
  - a. Telephone Introductory Message **SD**: Revision completed; now greatly improved, “can't fault it now”
  - b. PPG Email address **NC**: Closure finalised on 7 July, after the standard two-month cooling-off period.
  - c. **Action:** **ALL** How to capture data on the doctors that patients usually see; a form at Reception was suggested. Deferred to September.
  - d. **Action:** **SD** will examine the data on F2F appointments. Deferred to September.
4. **Healthy Living Event** and the **Cotswold Leisure Strategy** – everyone had been asked to read the strategy and consider possible relevance to our planned event (**ALL**).  
The PPG confirmed that it is still in favour of supporting such an event when conditions are favourable, potentially in March 2022. **EG** had tried to contact Andrea North (Cotswold Leisure Centre - CLC), Sarah Clifton-Gould (Publica Group – on behalf of CDC) and Lucy Bird (NHS Gloucestershire CCG); all of whom are very keen/passionate about healthy lifestyles, to verify their continued interest..
  - Any event would have to be open to everyone in the locality (South Cotswolds).
  - The event could be held in the CLC perhaps on a Sunday, potentially including stalls for local small businesses with a relevant offering – particularly those which have had a tough time over the last 18 months – there should not be a charge for stalls, but we need to be careful so as not to be seen as favouring one company rather than another. Could also include Healthwatch, Carers Gloucestershire, and other relevant charities and NHS Trusts.
  - Potentially, the CCG Information Bus could be booked to provide additional publicity at the CLC on the day of the event and in the Market Place on the preceding Friday.

- Diabetes is a problem and an appropriate theme for the Information Bus; a specialised nurse could be available and could, for example, conduct diabetes tests (in a small private compartment at the rear).
- The bus could be booked by CHG.
- Radio Gloucester and the “Standard” should be approached to feature the event. Could also make use of Facebook and/or the “Nextdoor” app. Need to look at groups to target for help.
- Proposed event title: *‘Spring Clean Your Health for 2022’*. A possible date is 20 March 2022.

**ACTION:** EG will look at choices for advertising.

**ACTION:** NC to contact Peter Jay to arrange a Cluster Meeting.

## 5. Gloucestershire CCG – Research & Insight for Primary Care Questionnaire

The PPG was asked to discuss the draft responses for the questionnaire, which had been circulated in advance. Some answers were discussed and modified, and the revised version circulated to members for comment that evening. The final version was submitted to GCCG the next morning on 30 July, has been acknowledged and is attached to this report.

The following points were raised during the discussion:

- On 17 July *‘The Standard’* printed extracts from the 2021 NHS Patient Survey, specifically the ‘overall experience’ rating. CHG was placed 5<sup>th</sup>, out of the six surgeries quoted, with a satisfaction rating of 85%. Top place went to Cricklade (97%) - although not part of S Cotswold cluster
- Details of exactly how the survey was conducted are unclear.
- It was acknowledged that the new improved phone introductory message has helped greatly, and there seemed to have been a noticeable increase in the will to accommodate patients wishes in the previous three weeks. Some very favourable comments have been received from patients, eg “a joy when the system works perfectly”.
- Apparently, 36% of CHG patients get to see their preferred GP.
- Two doctors are ‘on’ all day, every working day to deal with eConsult and telephone enquiries, and to ensure a balance of priorities is maintained. The previous Monday, for example, 40 patients had phoned the surgery.

6. **PPG WhatsApp group** – Deferred to September owing to lack of time.

## 7. Any Other Business

- The favourable comments received from patients mentioned above.

8. **Time and Date for Next meeting (possibly F2F): 30 September 2021.**